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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2154 Examiner NA

In Re: Yevgeniy Petrovykh
Case: P5063
Serial No.: 09/932,033
Filed: 08/17/2001
Subject: Method and apparatus for intelligent routing of instant messaging presence protocol (IMPP) events among group of customer service representatives

To: The Commissioner of Patents and Trademarks
P. O Box 1450
Alexandria, VA 22313-1450

Dear Sir,

Information Disclosure Statement Under 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing (8) references received from the European search report (copy enclosed) in case 02 761 182.1, dated: 08/30/2004.

Applicant desires that the reference be entered in the above referenced case as relevance dictates.

Statement under 1.97(e)

Each item of information contained in this IDS was cited in a communication from a foreign patent office in a counterpart foreign patent application not more than three months prior to the filing of such IDS.

There are no listed references which are not in the English language.

In accordance with rule 1.97(c) (1), no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Yevgeniy Petrovykh

by

Donald R. Boys

Reg. No. 35,074

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PTO/SB/08A (10-01)
Approved for use through 10/31/2002. OMB 0651-0031
U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Complete if Known			
		Application Number	09/932,033		
		Filing Date	08/17/2001		
		First Named Inventor	Yevgeniy Petrovykh		
		Art Unit	2154		
		Examiner Name	NA		
Sheet	1	of	2	Attorney Docket Number	P5063

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number- Kind Code ² (if known)			
		US-			Priority Claim
		US-			
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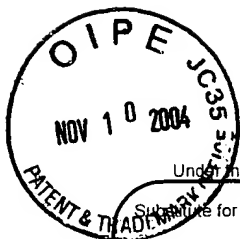
FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Country Code ³	-Number ⁴ - Kind Code ⁵ (if known)			
			WO 00/69140 A	11/16/2000	Ericsson Telefon AB L M	
			KR 2001 016 151 A	03/05/2001	Nextware Inc.	
			GB 2 338 870 A	12/29/1999	Chen Yong Cong	
			WO 01/40959 A	06/07/2001	Lightning Rod Software Inc.	
			EP 1 107 615 A	06/13/2001	Genesys Telecomm Lab Inc.	
			EP 1 119 170 A	07/25/2001	Avaya Technology Corp	

Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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PTO/SB/08B (08-03)

Approved for use through 07/31/2006. OMB 0651-0031

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known			
		Application Number	09/932,033		
		Filing Date	08/17/2001		
		First Named Inventor	Yevgeniy Petrovykh		
		Art Unit	2154		
Examiner Name	NA				
Sheet	2	of	2	Attorney Docket Number	P5063

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		ELIZABETH D. ZWICKY, SIMON COOPER, D. BRENT CHAPMAN: Building Internet Firewalls, June 200 (2000-06), O'Reilly, USA Sebastopol, XP002290595, pgs. 52-53	
		KOPLowitz, H.B.: Instant Mess (Lost in Cyberspace) Online 1999, XP002290590 from the internet: URL: http://onyx.he.net/{hotmoves/LIC/instant/im.html} retrieved on 2004-07-22	

Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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Date of Deposit: 11/10/2004

Ref: Case Docket No.: P5063

First Named Inventor: Yevgeniy Petrovykh

Serial Number: 09/932,033

Filing Date: 08/17/2001

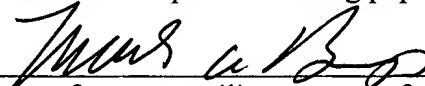
Title of Case: Method and apparatus for intelligent routing of instant messaging presence protocol (IMPP) events among a group of customer service representatives

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Information Disclosure Statement (2 pages) .
2. Cover Letter for Information Disclosure Statement.
3. Copies of 8 publications cited in the IDS.
4. Copy of an European search report 02 761 182.1.
5. Certificate of express mailing.
6. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)


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